



Service Directory for Older Bostonians in Dorchester

The Mayor's Commission on Affairs of the Elderly
City of Boston • Kevin H. White, Mayor

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to Call

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Dorchester
B65M.E

Dorchester
B65 M.E

Mayor's Message

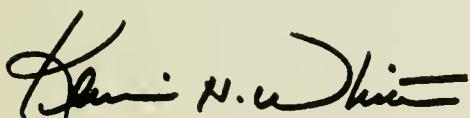
You've helped to make Boston what it is—one of the most enjoyable, livable cities in the world. And it's time for you to enjoy the benefits of the many programs the City offers its senior citizens.

The City of Boston has set up a variety of agencies and services especially designed to meet the needs of older people. They're here for you to use, and to make Boston an easier, more comfortable place for you to live.

Most of these services are available to you right in your own neighborhood. After all, it's the sense of community that helps to make Boston such a pleasant, human place to live. Neighborhood centers are convenient; and friendly neighborhood staffs make it possible for you to get personal service.

This administration is proud of what it has done to provide Boston's older citizens with the services they need and deserve. And to make it even easier for you to find what you need, we've put together this directory as a convenient guide to city, state and federal programs.

We hope you use it to get the most out of Boston—the City into which you've put so much of yourself.



Kevin H. White, Mayor



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Introduction

This Directory is your guide to Boston's services for the elderly—from health care to housing, from social activities to Social Security. There are, of course, many other services provided by government and private agencies, but due to the number of these agencies, we were unable to include them all.

You'll find this Directory conveniently divided into eight sections. In each of these sections there is a short explanation of each service, as well as the phone number for you to call for information and assistance.

You'll also find, at the back of the Directory, a list of the phone numbers for certain services right in your own neighborhood: your Little City Hall, Community School, Neighborhood Health Center and Police District as well as emergency numbers.

We've tried to make this Directory as up-to-date as possible. But information and phone numbers may change. Any specific information on eligibility and income requirements applies for 1979 and is especially liable to change.

If you have any problems getting through to a particular service, or if you have any questions about the information here, please call the Mayor's Elderly Hotline at 722-4646.

As this Directory was written with the Boston senior citizen in mind, you will find only Boston services listed. If you live outside the City of Boston and are interested in similar programs, call your local City or Town Hall or the Council on Aging.

Getting the Most from Service Agencies

It helps to make things personal. When you call an agency, it's a good idea to get the name of the person you're talking to, and to write it down. Don't hesitate to jot down names right in this Directory. When you need to call back and get further information, it saves a lot of time to speak to the person who already knows your story.

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Central Numbers to Call

In addition to the specific numbers you can call for special problems or interests, there are several central numbers you should know. These are places you can call if you're not sure where to find help and information.

The Mayor's Elderly Hotline **722-4646**

The Hotline operates 24 hours a day, seven days a week. It's your number one connection to *all other* services and information.

Call if you have a question, if you want a referral or some information. And call if you'd just like to talk to someone at any hour of the day or night. Hotline staffers are on call to give you help and support with any problem you have.

The Mayor's 24-Hour Service **725-4000**

If you have a problem after 5:00 p.m., or on the weekend, the 24-Hour Service connects you to City Hall after normal business hours. Call the Service to report any emergency conditions, such as a water main break, or a broken traffic light. The Service will also deal with complaints and problems that City Hall handles during the day.

Neighborhood Senior Service Coordinators

Your Little City Hall has a Senior Service Coordinator whose job is to make life easier for you. They're members of the Mayor's Commission on Affairs of the Elderly who can cut red tape for you, and give you information about all senior services. They will make reservations on the Senior Shuttle, help you arrange special trips, and generally make it easier for you to get any special help you need.

Call your Little City Hall and ask for your Senior Service Coordinator. You will find your Little City Hall number at the back of this Directory.

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Boston Seniority

722-4646

It's your newspaper, filled with articles and information of special interest to senior citizens. And it's free to everyone 60 and older.

Boston Seniority is published every month to bring you news of federal and local regulations and programs that can affect you, listings of activities and special events, articles about your friends, and much more.

You can find Boston Seniority at your local library, neighborhood store or Little City Hall. If you cannot get out, you can have it mailed to you.

Call the Elderly Hotline at 722-4646 to arrange for mailing or to ask where you can find Boston Seniority in your neighborhood.

Foreign Language Services

如果你不通英文而欲詢問有關高年人服務,請電話
中華耆英會 423-7560

Si usted habla español y desea más información sobre los servicios que se ofrecen para personas de edad avanzada, llame a la Comisión de Asuntos para personas de edad avanzada en la Alcaldía al teléfono 722-4646.

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Food and Nutrition

Hot Meals

There are over fifty places in Boston where you can get a hot lunch for a small voluntary donation. Some of these Nutrition Sites also serve dinners and serve meals on the weekend.

Call the Elderly Hotline at 722-4646 for the site nearest you.

722-4646

The Mobile Market

If you have trouble getting out to go food shopping, the Mobile Market will bring the supermarket to you. The Market offers a full range of groceries at regular supermarket prices, and makes scheduled stops at various convenient locations throughout Boston.

722-4646

For information about routes, call the Elderly Hotline at 722-4646.

For information about Food Stamps, see **Money**, page 16

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Health

Neighborhood Health Centers

The best health care in the country is right around the corner from you, at your Neighborhood Health Center. You can get the best in primary care on a continuing basis. There are special services for the elderly, including screening programs for hypertension, diabetes and glaucoma, so that your problem can be caught and treated early. Neighborhood Health Centers offer flu shots, and some offer podiatry services and home health services.

For the Neighborhood Health Center nearest you, see the back of this Directory.



City of Boston Department of Health and Hospitals

424-4104

In addition to your Neighborhood Health Center, excellent health care services are available to all Boston residents through Boston City Hospital, Mattapan and Long Island Hospitals, and numerous public health services.

Boston City Hospital has recently opened a completely modern outpatient Ambulatory Care Center at 818 Harrison Avenue, where you can go for primary care and specialty services in more than 70 clinics.

The department also offers excellent care for hospitalized patients and in emergencies, and provides citywide services such as public health nursing, the flu shot program and ambulance service.

For the citywide ambulance service, call 911.

For more information, call the Department of Health and Hospitals at 424-4104.

Of course, there are many excellent private hospitals and health care centers throughout Boston, but due to the number of these facilities, we were unable to list them all.



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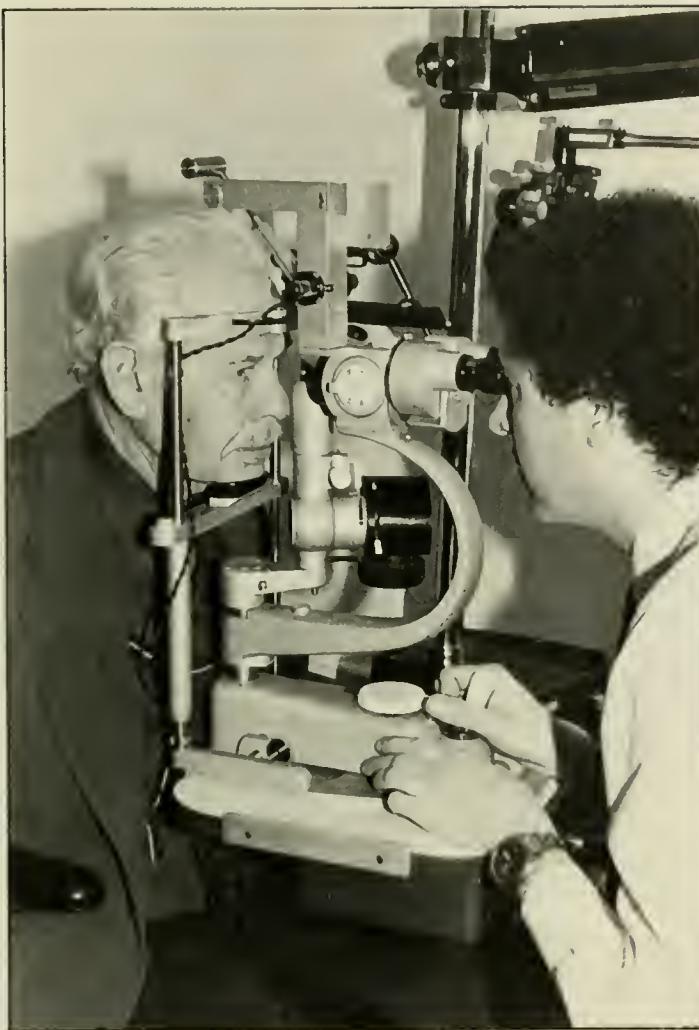
M.O.B. Outreach Program

424-4616

Living by yourself, or being confined to your home, can make you feel out of touch with the rest of the world. And people who feel isolated find it gets harder and harder to reach out for the services and the human companionship they need.

The M.O.B. Outreach Program is designed to reach out to people who are isolated. Outreach workers will be getting in touch with elder citizens who are housebound and alone, visiting them and helping them in a variety of ways. M.O.B. workers can themselves provide certain services—shopping escorts, home visits and reassuring phone calls. They will talk to their clients about other services they need—like health care, transportation, assistance with housing and legal problems—and get them referrals to the appropriate agencies. And Outreach workers can tell elder citizens about the supportive services, social and recreational activities and job opportunities they may be interested in, and help them get in touch with them.

The M.O.B. Outreach Program will be starting in 1979 in two areas, the Back Bay-Fenway-South End area and Allston-Brighton area. This program has been set up to help elder Bostonians lead their lives as independently and fully as possible. If you are interested in having a M.O.B. Outreach Worker visit you, call 424-4616 for more information.



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Bright Eyes

You can have your eyes examined for free from September through May. Bright Eyes examinations include a complete check-up for glaucoma, cataracts and eyeglass prescription needs. This program is coordinated by the Mayor's Commission on Affairs of the Elderly's Community Services Staff in cooperation with the Massachusetts Society for the Prevention of Blindness and the Department of Health and Hospitals.

For more information, call the Mayor's Elderly Hotline at 722-4646.

Flu Shots

If you are over 65, Fall should be flu prevention season. You can get a free flu shot every Fall at one of many locations throughout the City—Neighborhood Health Centers, Nutrition Sites, outpatient clinics and in public housing developments for the elderly.

For more information, call the Elderly Hotline at 722-4646.

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Mental Health and Personal Problems



When you lose someone you love, or have to adjust to retirement, or feel lonely and depressed and can't enjoy life, even your family and close friends may not be able to help. There are people who are trained to help you to deal with your problems, and they can enable you to get through a crisis with less pain and confusion. There are a variety of places in Boston where you can get the counseling and therapy you need.

Commonwealth of Massachusetts Mental Health Department

Six Mental Health Centers serve the Boston area. You will find a full range of treatment programs for emotional problems, including inpatient services, long and short term counseling, group therapy, day programs and medication clinics. And, of course, there are additional specialized services throughout the state which are connected with the Commonwealth's programs here in Boston.

For the Massachusetts Mental Health Center near you, see the last page of the Directory.

City of Boston Department of Health and Hospitals

The Department of Health and Hospitals offers mental health and social service programs at many of its Neighborhood Health Centers and at the Ambulatory Care Center. You can go to your Neighborhood Health Center for counseling or find a therapist outside the Center with the help of the Center's referral services.

Fees are charged according to a sliding scale based on your ability to pay. You should make an appointment in advance when you decide to see a counselor or a social worker.

For the Neighborhood Health Center near you, see the last page of the Directory.

Alcoholics Anonymous (A.A.)

426-9444

Alcoholism is a problem for people of all ages, but it is especially serious for older people, who are likely to suffer from more physical ailments.

A.A. is one of the most successful organizations helping people deal with problem drinking. There are A.A. meetings throughout the city almost every day.

For more information and the meeting nearest you, call 426-9444.

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Health Care Plans

Medicare

223-1290

What Is It?

Medicare is a government sponsored insurance program for elder citizens. There are two parts to Medicare. Part A covers hospitalization, residence in a nursing home or certain home care services. There is a yearly deductible, after which Medicare covers 80% of most reasonable charges for a limited amount of time.

Part B covers outpatient care—doctors' visits, laboratory work such as blood tests and some other medical costs. Once again, after a yearly deductible, Medicare covers 80% of the charges.

Who Is Eligible?

Medicare is available to all citizens 65 or older. If you are covered by Social Security, payments are automatically deducted from your Social Security check. You can also pay for Medicare independently of Social Security.

Medicare is also available to people who have been receiving disability payments for 24 consecutive months, regardless of age.

To Apply

You should apply for Medicare three months before or three months after your 65th birthday.

For more information, and any questions, call the Boston Medicare Office at 223-1290.

Medex

956-4000

(Medical Extension Plan)

The Medex program is an extension of Medicare, since there are certain expenses Medicare does not cover. You can apply for Medex if you are already enrolled in Medicare, Parts A and B.

There are four different Medex Plans: Medex Low Option, Medex I, Medex II and Medex III. The cost varies with the amount of coverage.

Choosing the right medical insurance plan can be quite complicated. To find out all the information you need, call Blue Cross/Blue Shield at 956-4000 or 956-3750.

Medicaid (Medical Assistance)

727-1414

What Is It?

Medicaid covers hospital and doctor costs and most other medical services for families and individuals on low incomes and in certain cases, people with unusually high medical expenses.

Who Is Eligible?

As a couple, you are eligible if you are over 65 and have an income of \$358 a month or less, and have \$3000 or less in assets. As a single person, you are eligible if you earn \$292 a month or less and have assets of less than \$2000.

If your income and assets are more than this, you may be eligible for partial assistance to cover medical costs not covered by Medicare or private health insurance.

You may also be eligible for Medicaid if you are under 65 and blind, disabled for a full year, or receiving AFDC payments.

These figures apply for 1979 and may change.

For more information on eligibility and on how to apply, call your local Welfare Office or 727-1414.



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Care At Home

Home Care Corporations

722-4646

When you are housebound, especially if you are ill, you need help with basic tasks. Home Care Corporations provide information and services that may enable you to live in your own home, instead of having to move to an institution. You may obtain information concerning elderly benefits and programs, health assessments, nursing care, occupational therapy and physical therapy. You may have questions answered concerning such things as Social Security benefits and tenants' rights. A Social Worker will visit you in your home to discuss your problems and possible services you may receive. Home Care Workers also do chores like heavy cleaning, repairs, housework, cooking, and even provide transportation.

If you are a resident of Boston over 60 years old and meet certain requirements, you may be eligible.

For more information about the program and eligibility requirements, call the Elderly Hotline at 722-4646.

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Visiting Aides Program

722-4646

Being housebound need not mean losing touch with the world. Visiting Aides provide support and friendly companionship. In addition to visiting you at home, they'll help you in your dealings with other agencies, and make sure you know about all the services available to you.

If you'd like an Aide to visit you, call the Elderly Hotline at 722-4646.

Housing

Public Housing:

227-3850 Ext. 312

Boston Housing Authority (BHA)

If you are 65 or older, and meet certain income requirements, you can apply for residence in a specially designed BHA unit, or for housing in a family development. You must also provide references that show you will be a responsible tenant.

You can choose where you would like to live from among up to three developments in Boston. In most cases, there is a waiting period before space is available in Boston Housing.

To apply, come to the BHA office at 53 State Street in downtown Boston. If you are in a wheelchair, there is a Handicapped Service Office at 1701 Washington Street. You will meet with an Admissions Officer who will discuss the procedures with you, and interview you. You should bring certain information with you when you apply—proof of income and assets, references from employers, landlords and friends, documentation of family size, and medical information if you are requesting special housing.

You can also apply to the BHA for emergency housing if you have none, due to a disaster or to extremely hazardous conditions where you live.

For more information on applying, and on eligibility requirements, call the Boston Housing Authority at 227-3850, extension 312.

For problems, or complaints about Public Housing, see **Problems**, page 28.



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Social Security

423-3700

Who Is Eligible?

If you are 62 or over and you have worked outside the home for some portion of your life, and made Social Security payments, you may be eligible for Social Security benefits. Retiring at 62 means that your monthly payments will be smaller than if you wait until you are 65. There are special provisions for people under 65 who are disabled.

Widows: If you are 65 or older, you may be entitled to 100% of your deceased husband's benefits. The amount will vary depending on the age at which you become entitled.

To Apply

You should apply for Social Security benefits at least three months before your 62nd birthday (if you have chosen to take reduced benefits), or before your 65th birthday (for full benefits).

Income Restrictions

If you are under 65, you may earn up to \$3,480.00 a year without your monthly Social Security payment being reduced. If you earn more than \$3,480.00, your benefit will be reduced by one dollar for each two dollars that you earn in excess of \$3,480.00. In other words, for every \$2.00 over \$3,480.00 you earn, you keep \$1.00. If you are between the ages of 65 and 72, you can earn up to \$4,500.00 before your Social Security payment is reduced. If you are over 72, there are no restrictions on what you earn.

These figures apply for 1979 and may change.

When you receive Social Security checks, you may want to enroll in Direct Deposit, so that your check is mailed directly to your bank.

If you have any questions or problems, or if your check is stolen, call the local Social Security office at 423-3700 or call the Elderly Hotline at 722-4646.

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Supplemental Security Income (SSI) 227-8320

If you are blind, disabled, or over 65, and living on a very low income with few resources, you are eligible for Supplemental Security Income.

If you are over 65, have applied for SSI and have not yet received payments, you can apply for Public Assistance. You are eligible for Public Assistance only if SSI is your sole means of support.

For questions about eligibility, call 277-8320, or call the Elderly Hotline at 722-4646 and ask for an SSI outreach worker.

For information about Health Care Plans—Medicare, Medex, Medicaid, see **Health**, pages 10 and 11.

Food Stamps

722-4646

Food Stamps enable you to buy more food for your dollar. To apply for Food Stamps, you will be required to give proof of income and expenses—documentation like rent receipts, utility bills, doctor bills, etc.

Your local Welfare Office will give you further information. For the Welfare Office nearest you, call the Elderly Hotline at 722-4646.





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725-4257

Veterans' Pensions

You may be eligible for a veteran's pension even if you are not a veteran. If you, your spouse or any of your children have ever served in the armed forces, call the Veterans' Services Department at 725-4257.

727-6560

Unemployment Compensation
If you have been employed outside the home recently, and your job was terminated or your company went out of business, you may be eligible for unemployment insurance benefits.

Call the Massachusetts Division of Employment Security office at 727-6560 for more information.

Tax Exemptions and Deferrals

725-4280

The City of Boston has provided special Elderly Abatements for homeowners over 70. If you have lived in Massachusetts for at least ten years and owned your own home for at least five years, you may be entitled to a reduction in your property taxes.

Other eligibility requirements are:

Your income may not exceed \$6,000.00 if you are single or \$7,000.00 if you are a couple. This does not include your Social Security benefits.

Your assets may not exceed \$40,000.00 if you are single or \$45,000.00 if you are a couple. This includes the assessed value of your home.

If your application is approved, you are entitled to a \$4,000.00 reduction of the assessed value of your property.

These eligibility requirements are the figures for 1979 and may change.

Applications can be obtained at the Assessing Department, Room 301, City Hall, or at your Little City Hall.

Widows' and Widowers' Exemptions 725-4280

Eligible applicants are entitled to a \$2,000.00 reduction of the assessed value of the home. This figure applies for 1979 and may change.

If your spouse died as of January 1, and you are sole owner of your home, you should come in to the Assessing Department, Room 301, City Hall. Bring your tax bill, bank book and the death certificate.

Tax Deferral

725-4280

You may also be entitled to defer payment of your property taxes if your income falls within certain guidelines. If you are over 65, have lived in Massachusetts for at least ten years and have owned your own home for at least five years, you may qualify. When you choose to do this, a lien on which a daily interest is charged will be placed on your property to insure eventual payment of taxes.

For more information on any of these property tax programs, call the Assessing Department at 725-4280.

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Special Discounts

The MOB Discount

722-4646

You are a member of the M.O.B.—Mayor's Older Bostonians—if you're over 60 years old and can supply proof of Boston residency. And every member of the MOB is entitled to discounts of 5% to 50% at over 400 participating Boston stores, selling everything from applesauce to zoology books. You can apply for your MOB Discount through your Neighborhood Senior Service Coordinator at your Little City Hall, or at the Mayor's Commission on Affairs of the Elderly, Room 271, Boston City Hall. You will get a complete listing of participating stores in your neighborhood.

For more information, call the Elderly Hotline at 722-4646.

For Taxi and MBTA Discounts, see *Getting Around Boston*, pages 25 and 26.

Housing Improvement Program 722-4470

Planning some work on the house? You may be eligible for a rebate on the cost of some major repairs. If you're 65 or older, a resident of Boston and own your own home, you could get a rebate of 20% to 50% on repairs and improvements such as gutter work, repainting the outside of your house, putting on new siding, major electrical, plumbing and insulation work.

You may be entitled to a rebate of as much as 50% if you meet these income requirements: an income of \$7,990.00 a year or less for a single person; \$9,200.00 for a couple. And if you have a slightly higher income, you may be eligible for a 20% rebate even if you are not 65 or older.

All properties must be inspected by a Boston Rehabilitation specialist before work is started and after it is completed.

For more information, call the Mayor's Office of Housing at 722-4470.



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Massachusetts Division of Employment Security

727-6311

Interested in finding a job? You can register at the Employment Office in the Hurley Building in Government Center and consult the Job Bank, where hundreds of jobs are listed.

For more information, call 727-6311.

Senior Aides

725-4366

You can find part-time employment, with on-the-job training, as a Senior Aide. As an Aide, you'll be working for a non-profit organization, serving the community in a variety of ways, from day care worker to paralegal assistant.

You are eligible for the program if you are 55 or older, and your income is no more than \$3,140.00 for a single person or \$4,160 for a couple. These income requirements apply for 1979 and may change.

To apply for a job as a Senior Aide, and for more information, call the Mayor's Commission on Affairs of the Elderly at 725-4366.

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Boston Employment and Economic Policy Administration (EEPA)

725-3550

You may be eligible for one of the jobs EEPA sponsors with funds from the federal Comprehensive Employment and Training Act (CETA). EEPA provides jobs and job training for people who have been unemployed for 10 of the preceding 12 weeks, or 15 of the preceding 20 weeks, and who also meet federal income guidelines.

These CETA-sponsored jobs provide you with training in a field that interests you and helps to provide better services for the city of Boston. There are jobs working with pre-school children, helping other elderly citizens, working to improve Boston parks. CETA pays for the training and pays you a stipend while you train.

For more information about eligibility and opportunities, call Boston EEPA at 725-3550.



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Early Alert

722-4646

This Post Office program keeps an eye out for you. When you register, your postal carrier is asked to notice if your mail accumulates—often the first sign that something may be wrong. The Mayor's Commission on Affairs of the Elderly is then notified, and the person whom you have designated is asked to go to your home to make sure you are all right. If this person is not available, your local police office will send someone over.

For more information on how to register, call the Elderly Hotline at 722-4646.



Ident-I-Guard

722-4646

Ident-I-Guard registers valuables with the Boston Police Department. Having your possessions marked, and the Ident-I-Guard decal prominently displayed, will deter potential burglars. And if your property is stolen, Ident-I-Guard makes it easier to recover.

In cooperation with the Boston Police Department, the Mayor's Commission on Affairs of the Elderly can send someone to your home to mark your valuables with your Social Security number. You can also borrow an engraver from your local police office if you want to mark your valuables yourself.

For more information, call the Elderly Hotline at 722-4646.

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Crime Prevention Program

247-4310

If you want to learn more about how to keep your neighborhood safe, and about how to prevent crime, the Boston Police Department, in cooperation with the Mayor's Commission on Affairs of the Elderly has a crime prevention presentation, free to any Boston resident age 60 or more.

If you would like to have one of these programs shown in your neighborhood, call 247-4310.

If you have specific questions about crime prevention in your neighborhood, call your local police district office and ask to speak to the crime prevention officer.

For more information, call the Mayor's Commission on Affairs of the Elderly at 725-4366.

For the Boston Police District Station in your neighborhood, see the last page of this Directory.

Emergency numbers

| | |
|-----------|----------|
| Police | 911 |
| Fire | 911 |
| Ambulance | 911 |
| Poison | 232-2120 |

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The Senior Shuttle

722-4646

You can reserve a seat on the Senior Shuttle that leaves your Little City Hall, and go anywhere in the City of Boston. Each of these 24 minibuses runs Monday through Friday, and can take you to your supermarket, medical appointments, or social and recreational activities.

The Senior Shuttle is available to you if you are over 60, or if you are handicapped. Call the Neighborhood Senior Service Coordinator at your Little City Hall before 12 noon any day of the week for an appointment.

For more information, call the Elderly Hotline at 722-4646.

The Ride

722-5123

If you have a handicap that makes it difficult for you to use regular transportation, the MBTA's Ride takes you door-to-door.

For more information and reservations, call 722-5123.

MBTA Half Fare Passes

722-5438

You can get a half-fare pass for all MBTA subways and buses if you are 65 or older.

For 50¢, you get a lifetime photo I.D. which you present at the turnstile or to the driver, and which enables you to pay only half the regular fare.

Bring proof of age to the Washington Street MBTA stop, Monday through Friday, between 9:00 A.M. and 3:00 P.M.

For further information, call the MBTA at 722-5438.

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Taxi Discounts

722-4646

Taxis aren't necessarily a luxury—sometimes you really need one. If you are 65 or older, you can purchase Taxi Discount coupons. You buy \$5.00 worth of coupons for \$4.00 and present them instead of cash as payment. Buying Taxi Discount coupons not only saves you money—it also means you do not have to carry as much cash.

This program has been set up in cooperation with the City of Boston and the Boston Cab Association, and all Boston-based cabs will accept these coupons for fares in Boston.

You can purchase coupons at any Little City Hall. You will need to bring proof of age and of Boston residence.

For more information call the Elderly Hotline at 722-4646.

Special Trips Program

722-4646

When you want to get out of town—to Cape Cod, New Hampshire, Sturbridge—just for a day, you can get a group together and arrange for a free bus trip. The Mayor's Commission on Affairs of the Elderly has set up this program for trips anywhere, as long as you can go and return in one day. You must make reservations at least two weeks in advance.

For more information, call the Elderly Hotline at 722-4646.



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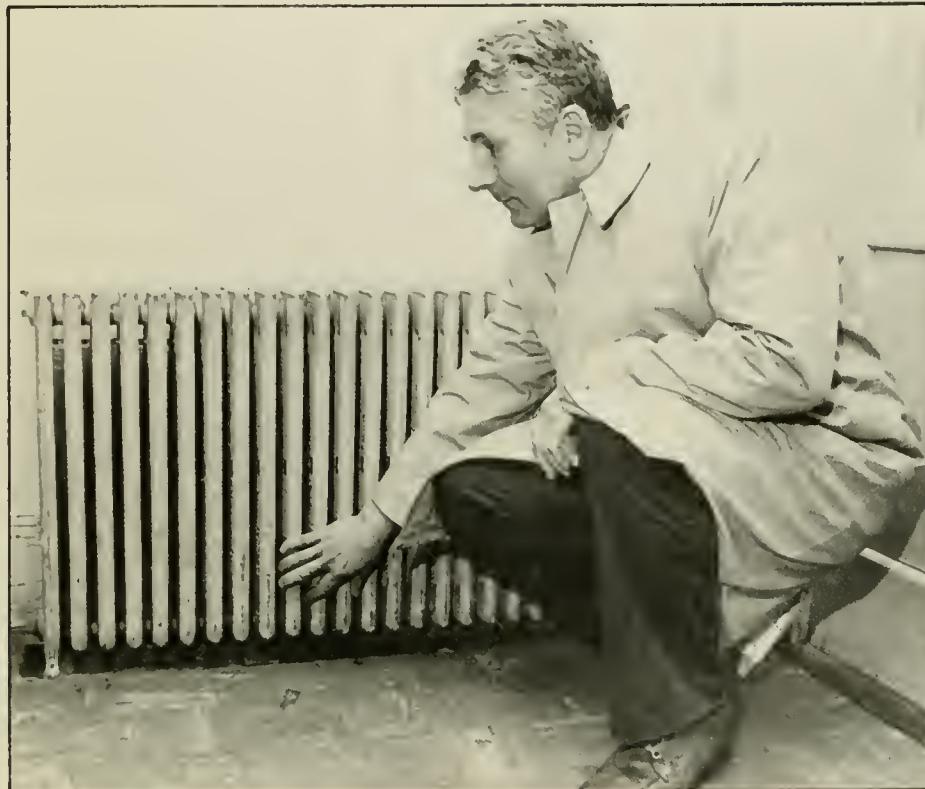
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Housing



Housing Inspection Department **725-4785** (H.I.D.)

The Housing Inspection Department was set up to make sure that minimum standards are maintained in both public and private housing.

If you request your landlord to make a repair and he does not follow through, you can get in touch with H.I.D. and an inspector will come to your home. If the inspector decides that there are safety, sanitary or housing code violations, he will notify the landlord, who must make the repairs within a certain time. If this is not done, H.I.D. may seek a criminal complaint in the Boston Housing Court.

The Housing Inspection Department can also take care of heating complaints and can give you information on tenants' rights, making repairs and detailed information about inspection procedures.

To file a complaint against a landlord or tenant, or for more information, call 725-4785.

You can also call the Mayor's 24-Hour Service at 725-4000 after 5:00 P.M. and on weekends.

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Boston Housing Court

725-8485

When you are having problems with your landlord, like safety code violations or eviction notices, and you need legal help, this is the court of law where housing disputes are settled. You or the Housing Inspection Department must file a formal complaint against your landlord. The Housing Court can then back you up by helping you get in touch with your landlord to settle your dispute. The Housing Court has the power to issue a summons compelling a hard-to-reach landlord to appear in court to answer your complaint.

You can reach the Boston Housing Court at 725-8485 between 9:00 A.M. and 5:00 P.M. Ask for a housing specialist.

BHA Tenants' Complaints

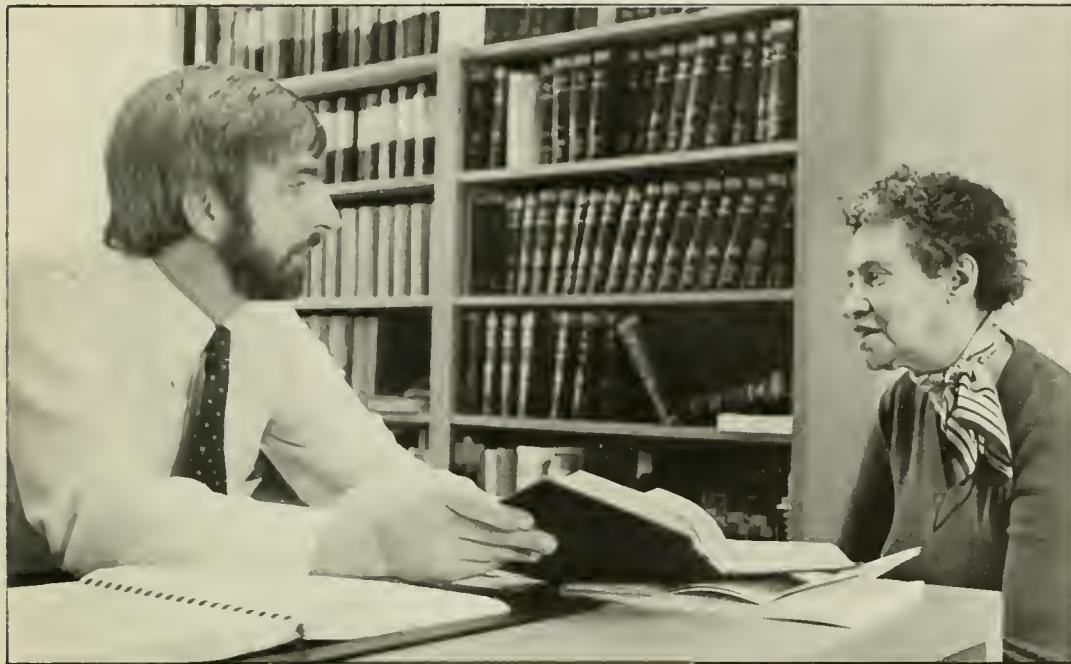
227-3850

If you are a tenant of a BHA development and have a problem, notify your local Housing Manager and request the work order for the repairs you need.

If your Housing Manager does not respond, you can call your District Director.

To find out the number of your local Housing Manager or District Director, or for emergency complaints, after 5:00 P.M. and on weekends and holidays, call 227-3850.

Legal Services



Greater Boston Elderly Legal Services

536-0400

You may have a problem and not be sure whether you need a lawyer. Greater Boston Elderly Legal Services can help you decide if you need a lawyer, and can give you information and referrals over the phone. They can also give you counsel and representation, if necessary, in cases involving consumer complaints, landlord-tenant disputes, problems with the utilities, pensions, veterans' benefits, and Social Security.

You must be a Boston resident, 55 or older to be eligible for help. Cases are handled and fees are charged on the basis of need. In some cases, there is no fee.

To find out more about eligibility and fees, and for help with your legal problems, call 536-0400.

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Massachusetts Bar Association (MBA) Lawyer Referral Service

523-0505

When you need a lawyer, you can consult the MBA Service, which has an index of 1300 lawyers state-wide, listed according to the kinds of law they practice—tax, insurance, estate, criminal, etc.—and the areas where they practice.

If you cannot afford an attorney, the Service can refer you to low-cost and free legal services.

You can consult with one of the MBA's attorneys for a half-hour for only \$15.00.

For more information, call 523-0505.

Volunteer Lawyers Project

742-5823

This agency of the Boston Bar Association provides free legal services to low income clients, regardless of age. Over 400 attorneys volunteer their help. A staff screens clients, who may make no more than \$3,925.00 a year. This figure applies for 1979 and may change.

This is strictly a legal service—although the Project handles housing problems, its staff is not equipped to deal with emergency housing situations.

For more information and for assistance, call 742-5823.

Consumer Assistance



Boston Consumer Council

725-3320

The Council can help you with any consumer complaints you have against local Boston businesses. You can get advice and information on how to avoid frauds of all kinds. The Council will also check into a company's reliability for you.

The Consumer Council puts out special Senior Alerts, and a home improvement check list so you are aware of what to look out for.

The Council also has a Consumer Advisor Hotline at 426-0660.

For more information, call the Council at 725-3320.

State Consumer Council

727-2605

When you have a problem with a state-wide business, like a bank, retail chain store or any large organization, the State Consumer Council can advise you and investigate your complaint. If the Council decides legal action is necessary, the problem will be referred to the **Attorney General's Office**.

For more information, and to register complaints, call 727-2605.

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Better Business Bureau (BBB) of Eastern Massachusetts

482-9151

If you're interested in checking into the reputation of a Massachusetts business, the BBB can help you find out if the firm is reputable. It is a good idea to check with the BBB if you have dealings with a company you know little about.

For inquiries, call the BBB at 482-9151.



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The Lively Arts



Elder Arts Program

722-4646

All over the city of Boston, the Elder Arts program brings the lively arts—and crafts—right into your neighborhood. Elder Arts, a program of the Mayor's Commission on Affairs of the Elderly, sponsors a variety of special projects.

Like the Arts Sampler, which is a sampling of activities and performances presented at forty convenient locations throughout the city. You can try your hand at stained glass or handwriting analysis or watch a mime performance. Or you might like to study with an Artist-in-Residence, who will give weekly classes in photography, or choral singing, for six months at a location near you.

Elder Arts also brings live music, theatre and dance performances right to your neighborhood.

For more information, schedules and locations, call the Elderly Hot-line at **722-4646**.

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Senior Summerthing

725-3000

Every summer, the Mayor's Office of Cultural Affairs brings everything from the Boston Ballet to sing-a-longs to your neighborhood. The Big Band sound, dance and theatre performances, and city-wide festivals—all these Summerthing activities make every neighborhood in Boston an open air entertainment center.

For more information and schedules of events, call the Office of Cultural Affairs at 725-3000.

Boston Public Library (BPL) Senior Citizens' Program

536-5400

There are special guest speakers, film and book discussions at your branch library, as well as special theatre performances at the main branch of the BPL in Copley Square.

And the Bookmobile can bring the library right to you. Bookmobiles make regularly scheduled stops throughout Boston.

For more information, and a list of Bookmobile stops, call the Boston Public Library at 536-5400.

Recreation

Department of Parks and Recreation

725-4008

There's a Neighborhood Recreation Site near you, where you can find a wide variety of activities: dance classes teaching everything from ballroom to disco; sewing and quilting and other craft classes, as well as social activities like beano and fall foliage trips.

For more information on the classes and events at your Neighborhood Recreation Site, call the Department of Parks and Recreation at 725-4008.

For the Recreation Site in or near your neighborhood, call the Department of Parks and Recreation at 725-4008.

Senior Clubs

725-4366

Meet new people. Go on a field trip to a place you've never been. Perfect your poker game. There are over 400 Senior Clubs and organizations where you can join social and recreational activities of all kinds.

To find the Senior Club near you, call the Mayor's Commission on Affairs of the Elderly at 725-4366, or call your Little City Hall and ask for your Senior Service Coordinator.



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Mayor's Office of Community Schools

725-4920

If you're interested in learning a new craft, taking a day trip, getting together for some beano or a good time party, contact your local Boston Community School. Most of the eighteen Boston Community Schools have special senior coordinators who are available to arrange special events and classes for older citizens.

Shape up with senior exercise programs—or study nutrition and gourmet cooking. Learn or teach a new craft. In some cases, there is a small fee to cover the cost of supplies.

For more information call the Mayor's Office of Community Schools at 725-4920.

For the Community School in your neighborhood, see the last page of this Directory.

Volunteer Opportunities

RSVP

722-4646

(Retired Senior Volunteer Program)

Respond to people who need your interest and experience. If you're 60 or older, you are eligible for RSVP, a program operated by the Mayor's Commission on the Affairs of the Elderly. RSVP will find you a non-profit agency or a group that can use your help; will provide transportation, and will provide partial reimbursement for meals.

Use the skills you've spent a lifetime developing, or explore new interests by helping at a hospital, being a tour guide, reading to the blind, fund-raising, or any number of other occupations.

RSVP also provides insurance coverage for volunteers.

For more information, call the Elderly Hotline at 722-4646.



School Volunteers

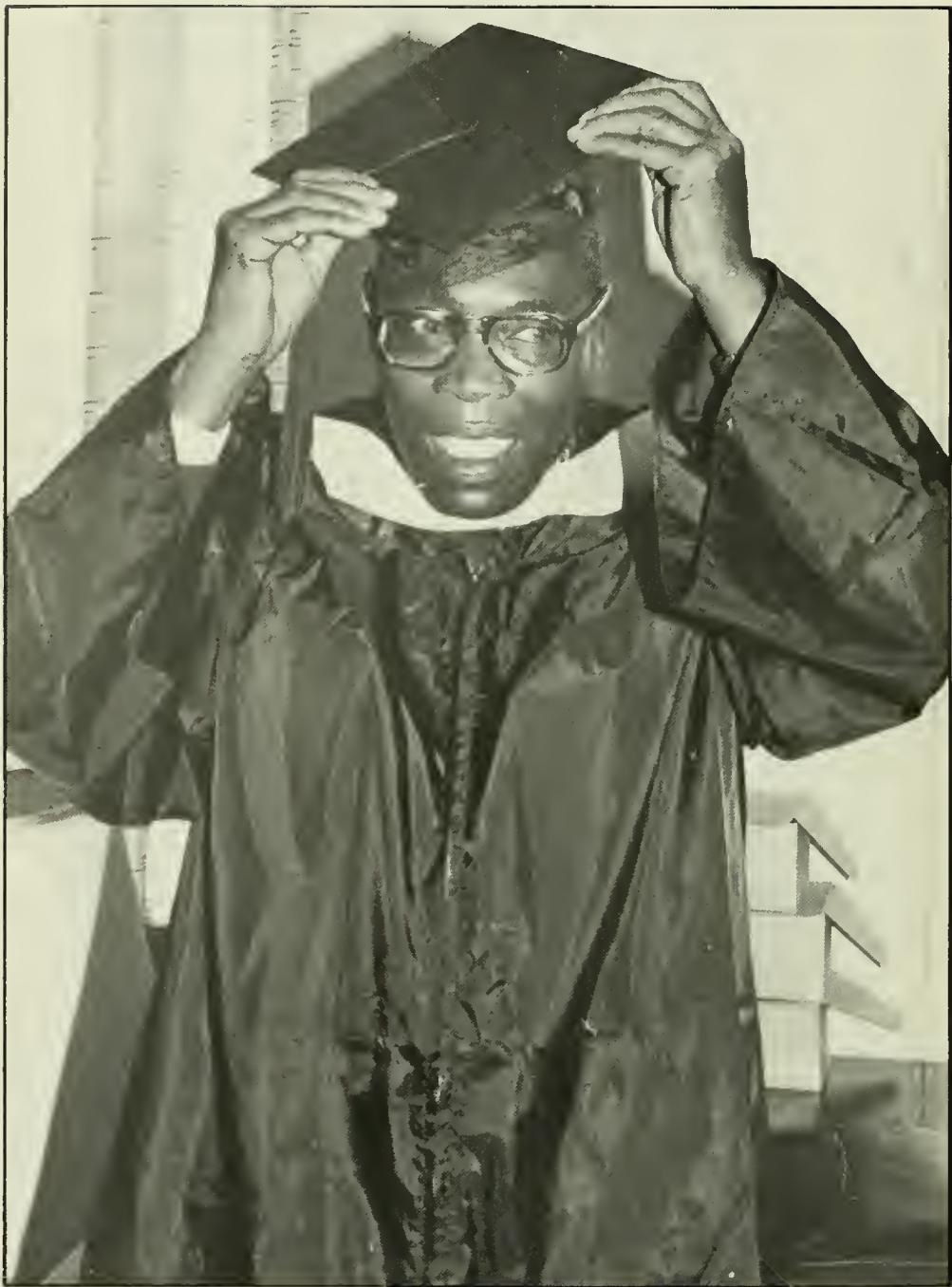
267-2626

Go back to school as a classroom assistant, tutor, library assistant, or teacher of English as a second language. Teach your special skills, or bring your special perspective on Boston's past to a classroom oral history lesson.

School volunteers must work for a minimum of three hours a week, and can be reimbursed for transportation expenses.

For more information, call School Volunteers for Boston at 267-2626.

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Education

Free tuition is available at state universities and community colleges to anyone 65 or over who earns less than \$12,000.00 a year. You can enter any class where there's available space.

For further information, call the state university or community college of your choice.

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Dorchester Services

Dorchester **288-3710**

Little City Hall

Dorchester Avenue and

Park Street

Dorchester 02122

Neighborhood **288-3710**

Senior Service

Coordinator

Dorchester Little City Hall

Senior Shuttle **288-3710**

Reservations

Dorchester Little City Hall

Cleveland/Marshall **825-4961**

Community School

11 Charles Street

Dorchester 02122

Holland **265-5850**

Community School

85 Olney Street

Dorchester 02125

Murphy **265-2040**

Community School

100 Hebron Street

Dorchester 02126

Dorchester Branch Libraries

Dorchester **436-6900**

690 Adams Street 02122

Codman Square **436-8214**

690 Washington Street 02124

Field's Corner **436-2155**

1520 Dorchester Avenue 02122

Lower Mills **298-7841**

1110 Washington Street 02118

Bowdoin Street **825-9800**

Health Center

200 Bowdoin Street

Dorchester 02122

Dorchester House **288-3230**

Health Center

1353 Dorchester Avenue

Dorchester 02122

Harvard Street **825-3400**

Neighborhood

Health Center

895 Blue Hill Avenue

Dorchester 02124

Neponset **282-3200**

Health Center

383 Neponset Avenue

Dorchester 02125

Tufts Mental **956-6418**

Health Center

Mental Health Unit

62 Joyce Hayes Way

South Boston 02127

Police Station **247-4330**

District Eleven

40 Gibson

Dorchester 02122

Important Numbers

Police **911**

Fire **911**

Ambulance **911**

Poison **232-2120**

Mayor's Elderly **722-4646**

Hotline

Mayor's 24 Hour **725-4000**

Service (after 5

and weekends)

Nutrition Site **722-4646**

Information

